

## Client Rights and Responsibilities

### ***YOU HAVE THE RIGHT:***

1. To be treated with respect by all staff.
2. To make sure you are not harmed while getting services.
3. To make sure you are in the lowest level of treatment based on your needs.
4. To choose your level of treatment unless it would cause you harm. However, SBHI must also follow related State rules.
5. To agree or disagree to treatment after learning the details of that treatment.
6. To create and update your treatment plan with your treatment team. You may also have a copy of this plan.
7. To not be overly medicated, restrained, or secluded without good reason.
8. To be told of and reject treatment that could be dangerous.
9. To not be photographed, recorded, or observed during sessions without your consent. SBHI may ask if we can take your picture to be part of your health record for identification purposes only. There are cameras in public areas for safety.
10. To have all your information kept private, with a few exceptions. (See HIPAA & Exceptions to Privacy)
11. To have access to your treatment records unless it will cause you harm.
12. To be told when and why your case is being closed. You can get referrals for other options for treatment.
13. To be told why you are not allowed to have services from SBHI.
14. To get services, regardless of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, HIV status, or other identified groups.
15. To know how much treatment costs.
16. To be told of your rights and get a copy at any time.
17. To share your concerns about your treatment. It will not be held against you.
18. To tell someone about a grievance
19. To ask for help in sharing a grievance.
20. To be told of your diagnosis and treatment options and other choices.
21. To get a second opinion or talk to a lawyer, at your own expense.
22. To request that your treatment team be of a certain gender or race.
23. To ask that your treatment services be scheduled on the same day as other services.
24. To ask for more time &/or information before deciding on any treatment recommendations.

### ***YOU HAVE THE RESPONSIBILITY:***

- ✓ To tell the truth to staff.
- ✓ To be part of the treatment plan process.
- ✓ To try to follow directions given by staff.
- ✓ To give 24-hour notice of any appointment cancellations.
- ✓ To know names of the staff who are caring for you.
- ✓ To report changes in your condition to staff.
- ✓ To respect the rights and privacy of other clients/patients and staff. Do not record, take pictures or videos of group or individual sessions.
- ✓ To call the Client Rights Officer if you have concerns about your rights.
- ✓ To make sure that your services are paid. If you have questions about your bill, contact the SBHI Finance Department at 937-734-3490
- ✓ To follow the rules for your treatment program.
- ✓ To let staff know if you want your treatment team to be a certain gender or race.
- ✓ To ask for treatment services to be scheduled on the same day.
- ✓ To ask for more time and/or information before deciding on any treatment recommendations.